



JOB DESCRIPTION

Job title	<i>Director of Clinic Operations</i>	FLSA Class:	<i>Exempt</i>
Department	<i>Medical Clinic</i>	Position Type:	<i>Full Time</i>

Job purpose

The Director of Clinic Operations (DCO) provides leadership and clinic management for day-to-day operations of multiple health centers for Chinatown Service Center. Management activities include service planning, system development, staffing, quality assurance activities and addressing service standards and personnel issues. CSC uses team-based care to provide the most efficient and effective care to our patients. This position functions as a critical member of the care team, ensuring team communication, quality care, and patient satisfaction.

The DCO must be a proven self-starter, excellent organizational characteristics, quality minded; able to work independently and as part of a multi-disciplinary and departmental team leader. Must be proficient in understanding of the healthcare industry, preferably within the ambulatory and Federally Qualified Health Center (FQHC) sector. Must have overall knowledge of medical office patient care and business practices, and analytical skills to collect information from diverse sources, apply professional principles in performing various analyses, and summarize the information and data to effectively create positive change.

Duties and responsibilities

- Oversees clinic staff to support overall delivery of clinical services in conjunction with Medical Director and operations team.
- Recruits, hires, supervises, trains, and evaluates the performance of ancillary support personnel including: coordinators, supervisors, other clinic support staff and volunteers. Jointly oversees nursing and administration staff with the Medical Director.
- Coordinates the implementation of staff educational programs together with the Medical Director and Human Resources, including in-service training agenda to meet the program requirements of ancillary and practitioner personnel.
- Oversees the implementation of physician, mid-level practitioner, and ancillary personnel clinic schedules including temporary providers in coordination with Medical Director and operations team.
- Evaluates clinic workflow and activities to improve and optimize efficiency, client satisfaction, and staff satisfaction.



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- Collaborates with CMO/Operations team, and Medical Director in initiating policies and plans for overall operation of the health centers, and establishment of goals and priorities.
- Coordinates with CSC services with external health care agencies and ancillary service providers.
- Responds to escalation of patient complaints at the site level after Clinic Manager, facilitates resolution of conflicts/issues.
- Participates in the implementation of the clinic quality improvement system.
- Assists the CMO/Medical Director in the documentation, annual review and update of clinic procedures and patient care protocols.
- Assures that the goals and objectives of CSC are met in the daily work.
- Fosters an environment of transparency, comfort, and trust among co-workers and patients in providing quality health care.
- Write proposals for RFPs, grant opportunities and funding announcements.
- Develop strategies to meet the evolving needs of the monolingual and limited-English speaking Chinese and other immigrant communities within our service area.
- Update all clinic policies and in compliance with HIPAA.
- Responsible for continuous assessment of community health needs.
- Performs additional duties as assigned by the Chief Operations Officer or designee.

Qualifications

- Master's degree in Public Health, Health Care Administration or related field or 5 years equivalent experience.
- Minimum 5 years of demonstrated supervisory experience with responsibility for staff training and development.
- Knowledge of government-funded health programs such as **Federally Qualified Health Clinic**.
- Experience in writing grants for both public and private funders.
- Familiarity in development for health programs and community health center management for monolingual populations.
- Bilingual English/Chinese (Cantonese or Mandarin) helpful.
- Knowledge of Asian culture.
- Exceptional communication, presentation and writing skills.
- Must be able to work independently, take initiative and follow through.
- Able to work well with others, leadership potential.

Direct reports

Chief Operating Officer